

STEP 5

There are no more children authorized for pay period (pay period number). Your confirmation number for this billing is (9-digit number). Record the confirmation number on the FIA-805 for the pay period. To repeat this information, **press 1** now.

NOTE: You must keep accurate records of daily attendance for all FIA-funded children you care for. These records and the FIA-805 (805A) must indicate the time the child arrived and departed from your care and must be kept for four years for auditing purposes.

STEP 6

To bill for another pay period, or to correct this or another pay period, **press 1** now (system loops back to question #3). If you are finished, you may hang up.

When You Press 2 For Information:

This is your main list of choices.

For help on how to use the billing system, including information about Provider ID and PIN numbers, pay periods and billing corrections, **press 1** on your telephone.

For information about the FIA-805 form, including Charge for Care, authorized children and Child Ill and Holiday Hours, **press 2**.

For information about when to bill or when you will get your check, **press 3**.

For information about training and technical assistance, **press 4**.

To repeat these choices, **press 5**.

To return to the billing system to enter day care billing information, **press 6**.

To end this call, you may hang up at any time.

NOTE: If you still have questions after listening to the information when you press 2, you may talk to someone Monday through Friday from 8:00 a.m. to 11:45 a.m. and from 1:00 p.m. to 4:30 p.m. by calling:

1-888-281-3172

The Family Independence Agency will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to an FIA office in your county.

Quantity: 50,000
Cost: \$2,290.45 (.0460 ea.)
Authority: FIA Director

FIA Pub-874 (Rev. 6-02)
Previous edition obsolete.



235 S. Grand Avenue
PO Box 30037
Lansing, MI 48909
Tel: (517) 373-0356
Fax: (517) 241-7843
www.michigan.gov/fia

ABCs

Automated Billing for
Child Care System

Step-By-Step Instructions for Telephone Billing



State of Michigan
Family Independence Agency

ABCs

AUTOMATED BILLING for CHILD CARE SYSTEM

ABCs telephone billing is an easy-to-use system which allows you to bill Michigan's Family Independence Agency (FIA) for FIA-funded child care. This brochure explains how to use ABCs and provides step-by-step instructions for touch-tone telephone billing. Prompts for voice-activated billing are similar but you speak your responses.

Call One of These Numbers:

Touch-tone: 1-888-779-2775

Voice-Activated: 1-888-826-1772

- Touch-tone telephone billing has both English and Spanish prompts.
- Voice-activated telephone billing is available to providers who do not have a touch-tone phone. It has English prompts only.

NOTE: If you are authorized to care for more than 30 children, you must use Internet Billing to bill. (See FIA Pub. 879)

When You Call, You Will Hear:

Thank you for calling the Family Independence Agency. You have reached the Automated Billing for Child Care System. (This message is repeated in Spanish. To continue in English, **press 1**. To continue in Spanish, press 2.) You must have a touch-tone telephone to use this system. You must also have your Provider ID number and PIN number, and your FIA-805 form. This system can only be used if you are a provider who cares for FIA-funded children. You may bill for child care by following the system prompts and then entering the information requested using the keypad on your touch-tone telephone.

To Begin, Press 1

To begin entering child care billing information, please **press 1** on your telephone.

OR, For Information, Press 2

If you are not familiar with the Automated Billing System, or have questions on how to use it, **press 2** on your telephone.

STEP 1

Using your touch-tone telephone, please enter your seven-digit Provider ID number.

STEP 2

Now enter your four-digit PIN number. This is the last 4 digits of your Social Security number or your Tax ID number.

STEP 3

Enter the three-digit pay period number for which you are billing or correcting. This number is in the upper right hand corner of the FIA-805 and in Exhibit N of FIA Publication 230, Provider Handbook and Billing Instructions for Child Care Providers.

STEP 4

When prompted, please enter the information for <child name>. To skip this child for this pay period, **press the pound (#) key** on your telephone.

If you do not hear a child's name, that child is not authorized. Have the parent/legal guardian contact their worker. Once a child is authorized, you may bill for that pay period.

- Enter the Total Child Care Hours for <child name> for this two-week pay period. Enter the amount in whole hours. For example, to enter fifty-two hours, **press the 5** and **then the 2**. You may only bill for hours of care you actually provide.
- Enter the Child Ill and Holiday Absences for <child name> for this two-week pay period according to the instructions on the FIA-805. Enter the amount in whole hours. For example, to enter sixteen hours, **press the 1** and **then the 6**.
- Enter the Total Charge for Care for <child name> for this two-week pay period. Enter the amount in whole dollars. For example, to enter one hundred thirty-five dollars, **press the 1** and **then the 3** and **then the 5**.

Continue with step 4 prompts until all children have been identified.

After you have entered information from each prompt, you will be asked to **press the pound (#) key** if the information is correct and to **press the star (*) key** if it is not correct. If you press the star (*) key, the prompt will be repeated. Enter the correct information and **press the pound (#) key**.